

Magno M. Oliveira | Community Manager

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QUALIFICATIONS SUMMARY

Community Manager with **5 years of experience** and a strong passion for indie games and the creative teams behind them, supporting independent projects by building inclusive communities, fostering engagement, and strengthening long-term player relationships.

RELEVANT EXPERIENCE

StationForge - Relationship Manager, remote

Jun. 2025 - present

- Grew Instagram community by more than 6,000 users in under 4 months through consistent content, active engagement, and community-driven interactions
- Led partnerships, merchant relations, and community initiatives for a global tabletop miniatures and 3D-printing brand
- Implemented Discord support ticketing and automation systems, improving resolution time and user satisfaction
- Managed infrastructure for product distribution, access management, and issue resolution

SNACKCLUB - Community & Live Operations Manager, remote

Dec. 2023 - Jun. 2025

- Managed community operations for TAKEDOWN LEGENDS (mobile game) and SNACKGANG (large-scale digital community initiative)
- Scaled SNACKGANG from launch to 10,000 members within a 40,000+ member ecosystem, supporting more than \$1.5M in digital sales
- Increased active user engagement by 120% in under 6 months through recurring events and cross-channel programs
- Led a full Discord relaunch with automated onboarding and moderation systems supporting 15,000+ users
- Built KPI dashboards and feedback loops informing product updates and live operations

Altai - Community Manager, remote

Mar. 2022 - Nov. 2023

- Built and scaled the community from launch to 9,000 members on Discord and 12,000 followers on Twitter
- Established community guidelines, moderation workflows, and engagement practices to support a healthy environment
- Planned and supported recurring community activities, discussions, and announcements to drive consistent engagement
- Managed day-to-day community communication, responding to questions and fostering positive member interactions
- Collaborated with the core team to align community messaging with project updates and milestones

SKILLS

- **Community & Productivity Tools:** Notion, Trello, ClickUp, Miro
- **Creative & Content Tools:** Canva, Davinci Resolve, Photoshop
- **Community Platforms:** Discord, Reddit, X, Instagram, TikTok

COURSES

- **Project Management Essentials** (UDEMY)
- **Digital Marketing Foundations & Growth Tactics** (UDEMY)
- **Wishlist & Visibility Masterclass** (Chris Zukowski)
- **Game Marketing Ideas** (Chris Zukowski)

EDUCATION

BA in Communication and Advertising, Feb. 2017 - Jun. 2021
ESTÁCIO Business School, ODL.